

FROM THE DIRECTOR

Dear Colleagues,

Welcome to the June newsletter.

At a time when we are all so busy it was pleasing to see such a good roll-up to Australia's biggest morning tea organised by Georgina of Counselling Services. Congratulations on raising \$376.80 for cancer research and a big thank you to you all.

This month Student Services will be farewelling Di Charnley who is returning to Adelaide. Di has been a fantastic asset to UNSW and to the very tricky area of Student Financials. Her expertise will be sorely missed, as will her big smile, sunny personality and good humour - even on the busiest days. Thanks Di too, for being a regular supplier of 'red-bag' sightings.

Best wishes
Jane Gatwood

SUMMARY OF KEY DATES

Tue 5 June	Grade Rosters Generated
Fri 8 June	Last date for Examiners to review Session 1 exam papers
Fri 15 June	Examinations commence
	SSABS NSS report users survey closes
Mon 25 June	Mid year UAC offers released
Tue 3 July	Examinations end
Thu 5 July	6.00pm: Deadline for electronic submission of Session 1, 2006 results by Eccles for Kensington & COFA
Fri 6 July	9.00am: Deadline for online entry of results on to Grade Rosters for Kensington & COFA
Tue 10 - Thu 12 July	Faculty Assessment Review Group Meetings
Tue 10 July	Non-Award & Cross-institutional applications for Semester 2 close.
Fri 13 July	9.00am: OFFICIAL RELEASE OF RESULTS All students will receive a result email in their student email account
	6.00pm: Results and provisional Academic Standing available on myUNSW
Wed 18 July	5.00pm: Deadline for submission of University Medal Recommendation forms
Mon 30 July	Last day for students to lodge written appeals against suspension and exclusion

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UNSW ASIA

UPDATE

Student Services is an integral part of the UNSW Asia Transition Team convened to make arrangements to assist students following the decision to close UNSW Asia.

The Transition Team is developing and implementing procedures for the transfer to the UNSW Kensington campus of students currently enrolled at UNSW Asia, and those holding full offers up to Semester 2 2009. The Transition Team is also responding to student enquiries via a dedicated telephone and email enquiry service unswasiastudents@unsw.edu.au and providing information updates on the UNSW Asia website www.unswasia.edu.sg

What's on offer for currently enrolled UNSW Asia students?

- A guaranteed place at UNSW's Kensington campus. Students will need to work closely with academic Faculties and Schools regarding their programs, particularly if the UNSW Asia program does not currently exist at Kensington (e.g. B Commerce/International Studies);
- Original advanced standing will be honoured;
- Students will receive a Living Allowance for the duration of program, regardless of Semester 1 2007 exam results. The Living Allowance will be paid at different rates to Singapore local and international students, reflecting their current financial commitments;
- Tuition fees will be charged at UNSW Asia rates for the duration of program;
- Although we hope most students will commence at UNSW Kensington in Semester 2 2007, we recognise that some students may need to defer to Semester 1 2008;
- Students may apply for transfer to a new program (subject to eligibility). However, the transfer must be prior to commencement of study in either Semester 2 2007 or Semester 1 2008. Only one program transfer allowed at the 'Asia rate';
- Reimbursement for international students enrolled at Kensington of visa costs, including medical checks, but excluding IELTS tests;
- Program length Overseas Students Health Cover (OSHC) will be paid by UNSW;
- Priority is being given to UNSW Asia applications by UNSW Accommodation Services.

What's on offer for applicants with full offers for UNSW Asia programs (up to Semester 2 2009)?

- A guaranteed place at UNSW's Kensington campus. Students will need to work closely with academic Faculties and Schools regarding their programs, particularly if the current UNSW Asia program does not exist at Kensington (e.g. B Commerce/International Studies);
- Original advanced standing will be honoured;
- Tuition fees charged at UNSW Asia rates for the duration of program;
- Students may apply for transfer to a new program (subject to eligibility and certain conditions).

What's on offer for currently enrolled UNSW Foundation Studies students in Singapore?

Students undertaking Foundation Studies at the UNSW Asia School will also have the opportunity to continue their studies in Sydney.

For more information about the transition of UNSW Asia students please contact Kathryn Whittingham, Deputy Director, Student Services/Manager, Student Support Central email kwhittingham@unsw.edu.au or phone extn 51868.

STUDENT SUPPORT CENTRAL

UAC ADMISSIONS TEAM

Mid year UAC applications closed on 1 June and offers will be released on Monday 25 June. The University is hoping to make around 300 offers for Commonwealth Supported places in programs offered by COFA, Arts & Social Sciences, Engineering and Science.

Rebecca Kimber recently held a review of the Internal Program Transfer process which was implemented in Semester 2 2006 as an outcome of the 2005 Committee on Education's review of undergraduate admissions. Faculty and Student Services staff agree that the process has worked well and resulted in improved customer service for UNSW undergraduate students.

The UAC Admissions team is also currently working on the following:

- Non-Award and Cross-institutional applications for Semester 2. Applications close on 10 July;
- University Preparation Program Semester 2 intake – applications close mid June and the UPP Session 2 Orientation session is on 18 July;
- Mid Year admissions Special Consideration for Applicants with Tertiary Studies (SCATS) applications;
- UAC publications for 2008;
- HSC Plus development.

STUDENT CENTRAL/ENROLMENT SUPPORT

Over the past two weeks Student Central has been attending to enquiries in relation to re-enrolment for continuing students and online acceptance and enrolment for commencing students.

Since re-enrolments for continuing students opened on Tuesday 22 May, Student Central has taken over 2,500 enquiries relating to online acceptance of offers and enrolment.

Students who require assistance with their online acceptance or enrolment should contact the Enrolment Support Centre on 9385 1110, or enrol@unsw.edu.au, or visit Student Central.

CENTRAL PLAGIARISM REGISTER

In order to ensure fair and consistent treatment of students and the effective management of plagiarism on an inter-Faculty and inter-School basis, the Central Plagiarism Register (CPR) was created in June 2006 to record all formal plagiarism offences by students. The CPR is managed within the Office of the Director, UNSW Student Services. Access to the CPR is controlled and restricted to the Vice-Chancellor; Deputy Vice-Chancellor (Academic); Director, UNSW Student Services or their nominee with responsibility for the administration of Student Academic Misconduct; Faculty Student Ethics Officers and Heads of School.

For further information on the CPR and for 'Procedures for Dealing with Student Plagiarism, Handbook for Staff' see

http://www.lc.unsw.edu.au/plagiarism/Procedures_Student_Plagiarism_2006.pdf

For CPR enquiries please contact Elizabeth Davis, Director's Office, UNSW Student Services on extn 53137 or e.davis@unsw.edu.au

STUDENT SYSTEMS AND BUSINESS SOLUTIONS (SSABS)

SSABS Needs You!!!

Due to an over-zealous response in the SSABS ranks to certain Australian Government 'family-friendly' initiatives, this month we are losing two of our dearest team members to maternity leave; Emily Middleton and Claire Allen. We are also losing Susan Supriadi who is taking up a new position at UTS (it is unclear whether this is also in response to a federal program).

As a result, SSABS is seeking to second one current UNSW staff member to a business consultant role in the student systems support team on temporary internal transfer for up to twelve months. This is a tremendous opportunity for professional or technical staff to develop your skills and broaden your experience working with the SSABS team on a range of initiatives to introduce new services and enhance existing solutions.

Interested? Contact Robert Morrell today on 9385 1919 or r.morrell@unsw.edu.au. But don't delay – expressions of interest close **Friday 22 June**. (Temporary internal transfer is subject to applicable University policies and agreements.)

myUNSW – Semester 2 enrolments: Good news and bad news

Semester 2 enrolments commenced on Tuesday 22 May. The good news is that nearly 12,000 students enrolled – by successfully posting a Semester 2 course enrolment - in the first enrolment week. By comparison, around 7,000 students successfully posted a Semester 1 course enrolment in the first enrolment week in December 2006, itself about 20% up on 2006 rates.

As our readers will be aware, this is the first time students have been asked to enrol separately for Semester 2, and as such student enrolment behaviour was an unknown. It seems that a significant number of students were motivated to secure places in their preferred classes, and at preferred times. Others are perhaps waiting for their results to be published.

The bad news is that there were two significant myUNSW 'crashes' on 22 and 24 May. It is thought that the problem is connected to server overload arising from the large increase in student online activity. The first crash led to controls being placed on the number of students able to use myUNSW at the same time (400). While these limits helped to stabilise the system, students did receive congestion messages at peak access times.

The load issue was possibly exacerbated by a bug in how myUNSW presents access to the update enrolment request service for students whose enrolment appointments have not opened. There were unrelated but equally frustrating problems with students attempting to enrol at the same time in Winter Session and Semester 2 courses, and in the handling of combined courses.

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SSABS continued

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What is being done?

1. ITS has increased the overall system capacity by adding extra servers – at the PeopleSoft application server layer – within the multitiered myUNSW technology stack. Consultants from Sun have been engaged to diagnose possible underlying technical causes for the problems precipitated by the record user loads. Further technology upgrades are being planned.
2. The identified software bugs are being rectified.
3. Student Services will review, in consultation with program offices, options for ‘spreading’ the enrolment load at the start of each enrolment period. More granular enrolment appointments are one option being considered.
4. Mechanisms for enabling the University to readily alert students – and staff – of general system problems are under investigation.

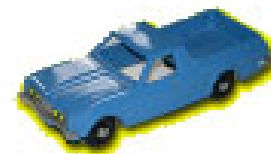
We would like to apologise for the inconvenience these problems have caused and thank all staff in Faculties and student support roles for their patience and hard work while they were being addressed. It is heartening that the system has behaved well, with good access and no performance overloads, since 26 May.

Staff with further enquiries may contact Robert Morrell, Deputy Director, Student Services r.morrell@unsw.edu.au

New South Student Reports Survey (A UTES initiative)

SSABS is running an informal survey to assess use of NSS reports and identify the most popular reports. The survey runs until **15 June** and is available at:

<http://www.surveymonkey.com/s.asp?u=540493583130>



And you will be pleased to know that there are no gimmicky prizes to seduce you into responding. No icky iPods, for example – so 2004 don't you think? Just an honest intention to improve our understanding of your needs! We received more than 40 responses in the first 48 hours – thank you!

For enquiries about the survey or user education services, please contact David England on 9385 8215. You can also access a range of user education resources on myUNSW at:

<https://my.unsw.edu.au/student/Staff/UTES.html>

To receive the UNSW Student Services Newsletter, please email
unswstudentservices@unsw.edu.au

CAREERS AND EMPLOYMENT

ONLINE WORKSHOPS

The Careers and Employment team have developed a series of online workshops entitled;

- ❖ Writing a Winning Resume
- ❖ Cover Letters That Impress Employers
- ❖ Interview Preparation

These workshops are available to students and staff who have registered for Careers and Employment user accounts. The online workshops are designed for viewing via the Internet Explorer web browser and contain audio and animated visual content. They are especially useful for students who are unable to attend face-to-face workshops due to work commitments or time constraints. To date, the workshops have been completed a total of 530 times and have generated positive student feedback:

"The online workshops are a great idea, very well presented and allow students to get the same benefit of the normal workshops while they are at home especially as it comes with voice illustration. I hope for this idea to flourish and we have more workshops online in the future."

OFFICE VOLUNTEER PROGRAM

Careers & Employment have successfully facilitated the Semester 1 2007 Office Volunteer Program designed to encourage UNSW students to develop professional and transferable skills and build their graduate attributes. Ten volunteers, selected from numerous applicants, assisted Careers and Employment through the busiest time in Semester 1, taking on administrative and student assistance duties. Staff showed their appreciation by hosting a luncheon on 23 May. Careers and Employment will facilitate another round of the Office Volunteer Program in Semester 2. Below are some comments from our wonderful volunteers;

"From the program I feel that I have gained some confidence in myself"

"The C & E Volunteer Program was a fantastic way to gain a perspective on university life that students would otherwise not encounter"

"Students should be aware that the office (UNSW Careers & Employment) offers a world of opportunities and that it is in their hands to observe and become involved with projects above and beyond the 'ordinary' daily tasks"

"UNSW Careers & Employment Office Volunteer Program has helped me strengthen my communication and customer service skills, while indirectly adding to my self management. It increased my awareness of the workforce."

CAREERS AND EMPLOYMENT continued

“Vacation Work: Your Stepping Stone to Bright Graduate Opportunities”
Student Profile: Timothy Li, Bachelor of Commerce / Bachelor of Science, UNSW



Timothy Li (third from left) volunteering at the 2006 UNSW Vacation / Internship Careers Expo

What program are you completing at UNSW and why did you choose it?

I'm studying Commerce/Science. I chose to do this program because it provides the flexibility I require to achieve my aims, which were twofold. Firstly, I wished to do a Commerce degree which would allow me to have access to a wide range of careers. My Science degree I did solely out of interest, but it definitely has helped me gain a wider skill set. This program is well respected by graduate employers for the high calibre of graduates and the skills they develop.

I am also completing a Diploma of Innovation Management, which equips me with entrepreneurial skills and the ability to appreciate business development and strategies from a slightly different perspective to most Commerce students.

What do you have planned for next year?

Next year, I will be commencing work within the Investment Banking division of the JPMorgan Sydney office.

Give us a brief summary of internships and/or vacation placements you had in the past. How did you come across those opportunities?

I have completed two internships/vacation placements. The first of these was in KPMG Internal Audit during Winter, and the second was at Towers Perrin Tillinghast during Summer. I came across these opportunities through the normal channels of websites and careers staff.

Finally, I am working part-time at a small boutique investment bank, Emerging Growth Capital. I came across this opportunity through my Diploma - one of the guest speakers was the director of Emerging Growth Capital. After a cold call and a subsequent one month's unpaid work experience, I am now working there as a part-time analyst within the research team.

What have you learned and gained from those experiences?

These experiences have given me insight into the management consulting, financial services consulting and investment banking industries. This is especially useful in deciding what graduate opportunities to pursue.

As an intern/vacation student, you may not be given the most exciting tasks, but an internship really gives you hands-on experience and a preview of what you would be doing in a day to day role. Apart from this, I have gained a lot of technical skills through these experiences.

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CAREERS AND EMPLOYMENT continued*Item continued from previous page***How many graduate positions did you apply for? Did your vacation and internship experiences help you in securing a graduate position? In what ways were they useful?**

I applied for a number of graduate positions with all the top tier management consulting firms and investment banks. The vacation and internship experiences definitely help. Not only does it look great on your CV but graduate employers are impressed to see a wide range of relevant experience. It definitely shows you as a good candidate and if anything, it helps you get a graduate position! These experiences also make for great interview material, as it definitely impresses the interviewer if you can talk about the industry that you want to work in.

What advice would you give to current students who are looking for vacation employment?

Apply for everything! Even if you don't think a particular division or industry is what you are suited to, give it a try anyway! I found that through my internship experiences the consulting industries did not interest me – I could have only found this out through vacation employment. Upon starting within the investment banking industry I really enjoyed it and have chosen to take my career down this path. Think of vacation employment as a tool for you to learn about an industry, and also to use it help sell yourself to graduate employers.

One final tip: be proactive in looking for vacation employment. Don't restrict yourself to those that have structured (and advertised) vacation programs. Look beyond them, there are plenty of firms that are willing to take on students, you just have to find them!

STUDENT ADMINISTRATION AND RECORDS (STAR)
KEY DATES**June**

Tue 5	Grade Rosters Generated
Fri 8	Last date for Examiners to review Session 1 exam papers
Fri 15	Examinations commence

July

Tue 3	Examinations end
Thu 5	6.00pm: Deadline for electronic submission of Session 1, 2006 results by Eccles for Kensington and COFA
Fri 6	9.00am: Deadline for online entry of results on to Grade Rosters for Kensington and COFA
Tue 10 - Thu 12	Faculty Assessment Review Group Meetings
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STAR continued**SPECIAL CONSIDERATION – ILLNESS & MISADVENTURE**

Students who are unable to complete a course requirement or submit assessable work due to illness or misadventure can apply for Special Consideration. Applications for Special Consideration increase substantially during examination periods. In Semester 2 2006 Student Administration & Records (STAR) processed a total of 3,400 applications for Special Consideration. With the approaching mid-year examinations, it is an ideal time to briefly remind staff of UNSW Student Services' current process in respect to the lodgement and processing of Special Consideration applications.

Special Consideration should usually be sought only in cases where illness or misadventure prevents the student from completing a course requirement or attending or submitting assessable work for a course. Overseas travel and work commitments are not normally considered grounds for Special Consideration.

Student Administration and Records staff assess all applications to ensure they are compliant with Special Consideration guidelines. Consideration requests are normally NOT considered:

- unless the application is made on the appropriate form;
- unless all the key information is provided; or
- if original documentation does not meet the following requirements;
 - o if more than 3 days have elapsed since the assessment date or period covered by the supporting documentation;
 - o if the assessment task is worth less than 20% of the total course assessment, unless the student can provide a Medical Certificate that covers three consecutive days.

All requests compliant with the Special Consideration guidelines are processed and forwarded to the relevant Course Authority for consideration. In cases where requests are not compliant, students are referred to their Course Authority to discuss alternative arrangements. Students are advised that while their application will be processed and sent to the relevant Course Authority, it is the Course Authority's decision as to what the outcome of the application will be.

Students are advised that schools may decide upon any of the following outcomes:

- No action;
- Additional assessment or a supplementary examination. Additional assessment may take a different form from the original assessment. If granted additional assessment, the original assessment may be ignored at the discretion of the Course Authority. Consequently, a revised mark based on additional assessment may be greater or less than the original mark;
- Marks obtained for completed assessment tasks may be aggregated or averaged to determine the final mark;
- The deadline for assessment may be extended.

Students are advised to contact their Course Authority to determine the outcome of their application. STAR sends Special Consideration reports to Course/Program Authorities weekly within the Semester and several times a week during examination periods.

For further information please contact Kaaren Walker-Smith on x51487 or email k.walker-smith@unsw.edu.au

STAR continued**EXAMINATIONS**

Preparations for examinations for Semester 1 2007 were disrupted by delays arising through the late submission of examination papers together with a lack of proof-reading of papers prior to submission.

Copies of all papers have been returned to Schools for a final review. Examiners are requested to review their examination papers. We ask that particular attention be paid to:

- equations and formulae;
- illustrations and diagrams;
- inclusions, such as case notes.

Please notify the Examinations Unit by Friday 8 June of any errors or omissions detected in exam papers.

Please note that we are now unable to make any changes to the examination timetable, including amendments to the duration of exams and/or permitted materials.

For further information please contact Grant Walter on ext 53086 or g.walter@unsw.edu.au

GRADUATIONS

The Term 5074 (Semester 1 2007) potential graduand identifiers have been run. Program authorities can now review student eligibility for graduation and process changes on NSS. The next round of ceremonies will be held during August-October.

The schedule of Semester 2 graduation ceremonies, indicating ceremony dates and Faculty splits, is to be confirmed in early July. Students will then be able to see their graduation information on myUNSW

For further information please contact Veronika Roth on ext 52435 or v.roth@unsw.edu.au.

Volunteering at graduation ceremonies

Thank you to everyone who provided assistance during the March/April/May graduation period. With your support we successfully ran 31 ceremonies, graduating students from all Faculties and Schools. If you are able to provide assistance by volunteering at a ceremony in September please contact Mai-Lynda Jackson on ext 51152 or m.jackson@unsw.edu.au.

ACADEMIC ADVISING SEMESTER 2 2007

UNSW Student Services will NOT be sponsoring a combined academic advising session for mid year commencing students.

In order to publish details of academic advising activities for students commencing programs in Semester 2 2006 on myUNSW, Faculties/Schools are requested to forward details of their advising activities to Grant Walter on ext 53086 or g.walter@unsw.edu.au as soon as possible.

RED BAG SIGHTING THE BASILICA SAN FRANCESCO D'ASSISI, ITALY

